

	Hits	Search Text	DBs	Time Stamp
1	877	database and ((client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfied or happiness))	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB15:31	
2	384	((database and ((client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfied or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closen	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB15:28	

	Hits	Search Text	DBs	Time Stamp
3 237		((database and ((client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near\$1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (sch	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB	15:28

Hits	Search Text	DBs	Time Stamp
4 220	(((database and ((client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near\$1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (sch	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB	15:28

	Hits	Search Text	DBs	Time Stamp
5	220	<p>((((database and ((client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near\$1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul\$3 or appointment)) and server) and (network or internet</p>	<p>USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB</p>	15:29

Hits	Search Text	DBs	Time Stamp
6 48	((((database and (client or customer) same (request\$3 near\$3 (service or product))) and ((gaug\$3 or determin\$3 or guess\$3 or infer\$4 or calculat\$3 or generat\$3 or find\$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul\$3 or appointment)) and server) and (network or internet	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB	2004/03/10 16:44
7 23778	(customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB	2004/03/10 16:45

	Hits	Search Text	DBs	Time Stamp
8	6393	((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request\$3)	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB 16:45	
9	261	((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request\$3) and (scheduled\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man"))	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB 16:47	
10	253	((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request\$3) and (scheduled\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB 16:48	

	Hits	Search Text	DBs	Time Stamp
11	98	(((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request\$3)) and (schedule\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")))) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<=	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB16:49	
12	87	(((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request\$3)) and (schedule\$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man")))) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<=20000630) and (database or	USPAT; US-PGPUB; 2004/03/10 EPO; JPO; IBM_TDB16:49	

	Hits	Search Text	DBs	Time Stamp
13	4215	((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:08
14	444	((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:54
15	206	((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and (database or data?base)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:55
16	11	((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and (database or data?base) and ((technician or mechanic or repairman or repair?man or "repair man" or (service near2 provider)) same (schedul\$3 or appointment))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 14:56

	Hits	Search Text	DBs	Time Stamp
17	207	(gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:16
18	213	(gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:21
19	92	((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:22

	Hits	Search Text	DBs	Time Stamp
20	70	((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern)) and (database or data?base)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:20
21	38	((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising) or keywords or key?words or "key words" or behavior or pattern)) and (database or data?base)) and @ad<=20010629	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 15:20

	Hits	Search Text	DBs	Time Stamp
22	211	(gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:22
23	108	((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:23

	Hits	Search Text	DBs	Time Stamp
24	76	(((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<=20010629	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:23
25	59	(((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<=20000630	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:24

	Hits	Search Text	DBs	Time Stamp
26	37	(((((gaug\$3 or discern\$3 or calculat\$3 or estimat\$3 or measure or evaluat\$3 or apprais\$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<=20000630) and (database or data?base or schedul\$3 or appointment or technician or mechanic or repairman or repair?man or "repair man")	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/11 16:24
27	16421	((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:03
28	12699	((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:03

	Hits	Search Text	DBs	Time Stamp
29	553	((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)) and ((technician or mechanic or personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedule\$3 or appointment))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:06
30	25	((707/10 707/1 707/2 707/3 707/104\$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)) and ((technician or mechanic or personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedule\$3 or appointment)) and ((customer or client or user or patient) with (mood or demeanor or temper or temperament or behavior or ((tone or raised or raising) near1 voice) or disposition or sensitivity or satisfaction or satisfied) with (gaug\$3 or measur\$3 or deriv\$3 or discern\$3 or calculat\$3 or estimat\$3 or evaluat\$3 or apprais\$3))	USPAT; US-PGPUB; EPO; JPO; IBM_TDB	2004/03/12 10:22